

**FAULKNER, GARMHAUSEN, KEISTER & SHENK**  
A LEGAL PROFESSIONAL ASSOCIATION  
COURTVIEW CENTER - SUITE 300  
100 SOUTH MAIN AVENUE  
SIDNEY, OHIO 45385  
(937) 492-1271  
FAX: (937) 498-1308  
www.fgks-law.com

HARRY N. FAULKNER  
JOHN M. GARMHAUSEN  
RALPH F. KEISTER  
JAMES R. SHENK\*  
MICHAEL A. STAUBT  
JAMES L. THIEHAN\*\*  
THOMAS J. POTTS  
DANIEL A. BENSHAM  
WILLIAM E. LANG  
DAVID B. SHUFFELTON  
BRYAN A. NEMEYER  
JOHN M. DEEDS

MINSTER, OHIO  
(419) 828-3877

FT. LORAMIE OFFICE  
31 S. MAIN STREET  
P.O. BOX 380  
FT. LORAMIE, OHIO 45848  
(937) 288-8885  
FAX: (937) 288-3833

SENDER'S E-MAIL  
dbenham@fgks-law.com

\*ALSO ADMITTED IN FLORIDA  
\*\*ALSO ADMITTED IN INDIANA

February 13, 2004

Amendment to  
04V-015

**VIA FACSIMILE AND  
CERTIFIED MAIL  
RETURN RECEIPT REQUESTED**

Mr. George H. Person  
National Highway Traffic Safety Administration  
Attention: Office of Defects Investigation  
400 Seventh Street, S.W. NSA-11  
Washington, D.C. 20590

RE: Dutchmen Manufacturing, Inc. Recall  
Recall No.: 04V-015

Dear Mr. Person:

As a follow-up to the Defect and Non-Compliance Report dated December 24, 2003 and the follow-up report dated January 26, 2004, Dutchmen Manufacturing, Inc. ("Dutchmen") has decided to further expand the scope of the above-referenced recall campaign to include all 1995 through 2004 model year travel trailers that contain Suburban model furnaces and that were manufactured at Dutchmen's Syracuse, Indiana facility during the period from January, 1995 through November, 2003. The total number of trailers now subject to this recall campaign is 25,280, which includes the 6,172 trailers initially reported in the original Defect and Non-Compliance Report as well as the additional units resulting from the expanded scope of the recall campaign. Of the total number of trailers subject to this recall campaign, a total of 3,772 units have been sold outside the United States. Accordingly, the total number of units that will actually be subject to this recall campaign is 21,508.

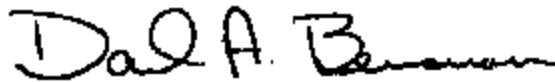
As a result of the expanded scope of this recall campaign, Dutchmen has revised the second paragraph in the attached owner notification letter entitled "04-01 Quality/Service Bulletin 2/11/04" to indicate that the recall campaign involves the travel trailers and fifth wheel trailers manufactured between January, 1995 and November, 2003. In all other respects, the owner

RECEIVED  
FEB 13 11:09 AM '04  
U.S. DEPT. OF JUSTICE

Mr. George H. Person  
February 13, 2004  
Page 2

notification letter is identical to the original owner notification letter provided to you on January 26, 2004. If you have any questions regarding the expanded scope of this recall campaign or the minor modification to the owner notification letter, please feel free to contact me.

Very truly yours,

A handwritten signature in black ink that reads "Dan A. Bensman". The signature is written in a cursive, slightly slanted style.

Daniel A. Bensman

dja

Enclosure

cc: Mr. Rich Florea (via fax)  
Mr. Robert Ries (via fax)  
Mr. Walter L. Bennett (via fax)  
Mr. John M. Garmhausen

G:\Thor\Documents\NHTSA\Suburban Female EXH Red  
NHTSA notification air-fol up Jr



## **04-01 Quality/Service Bulletin 2/11/04**

### **Suburban NT20S, SF30, and SF30F Furnace Exhaust Recall and Inspection Procedure**

Dear Customer:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Dutchmen Manufacturing, Inc. has decided that a defect which relates to motor vehicle safety exists in certain Aerolite®, Cub®, Kodiak®, Skamper®, Four Winds® and Dutchmen® brand travel trailers and fifth wheels (RV) manufactured between January 1995 and November 2003. These trailers may have a defect involving the installation of Suburban furnace models NT20S, SF30, and SF30F. Our records indicate that your RV was manufactured during this time period and contains a Suburban furnace model that may have this installation defect. Other RV models manufactured during this time period, but using an Atwood furnace, are not included in this recall.

The defect involves the lack of or the improper installation of the furnace exhaust vent (or sometimes referred to as a chimney) for the Suburban model NT20S, SF30, and SF30F furnaces. Improper installation or lack of the furnace exhaust vent will allow the exhaust fumes, containing combustion products including high concentrations of carbon monoxide gas, to enter into the RV and could result in injury or death to occupants of the trailer.

Before you use your trailer again, it is very important for your safety to follow the simple inspection procedure attached to this letter to assure the furnace exhaust vent is present and is properly installed on your trailer. Until you perform this inspection and until the defect, if present, is corrected, **do not use the furnace** because the risk could be life threatening when the furnace is in use.

If you believe the defect is present on your RV or if you are not sure of how to inspect the furnace exhaust vent, call Dutchmen immediately at 574-537-0700 for assistance in getting the furnace exhaust vent installation inspected or corrected. The inspection or the repair of the defect will be done at no charge to you. While the time to perform the repair will take less than 1.5 hours, your dealer may require you to leave your trailer for a longer period of time to allow scheduling at their facility.

If the inspection does *not* show a defect, you may continue to use your trailer knowing that the furnace exhaust vent has been properly installed.

There is a postage paid postcard that is included with this letter. Dutchmen needs to know that you have completed the inspection and that the defect is or is not present on your RV. When you have completed the inspection of your trailer, please check the appropriate box on the postcard indicating whether your trailer does or does not contain the defect. Then mail the postcard back to Dutchmen immediately after your inspection of the RV.



If the defect referred to above has been repaired on your trailer prior to receipt of this recall notice, and if you incurred any direct cost in connection with obtaining such repair, you may seek reimbursement from Dutchmen. In order to obtain such reimbursement, you must submit the following information: (1) your name and mailing address; (2) the Vehicle Identification Number for your trailer; (3) a reference to this recall campaign 04V-015; and (4) a copy of the receipt or invoice for the repair. This reimbursement may be obtained by sending your request for reimbursement along with the information referred to above to Dutchmen Manufacturing, Inc., 2164 Caragana Ct., Goshen, IN 46526-9149.

We have notified the National Highway Traffic Safety Administration of this recall and the procedures involved. Should Dutchmen fail or be unable to correct the defect without charge, you may write to Administrator, National Highway Traffic Safety Administration, 400 Seventh Street, S.W., Washington, D.C. 20590 or call the toll free Auto Safety Hotline at 888-327-4236.

Federal regulations require that any vehicle lessor receiving this recall notice must forward a copy of this notice to lessee within 10 days.

If you have any questions concerning this recall or need assistance concerning the inspection procedure or the scheduling of the repair with a Dutchmen (Aero) dealer, please contact the Dutchmen Warranty/Service Department by email at [warranty@dutchmenmfg.com](mailto:warranty@dutchmenmfg.com) or by phone at 574-537-0700. We are sorry to cause this inconvenience; however, we have taken this action in the interest of your safety and continued satisfaction with our trailers.

Sincerely,

**Robert Riem**  
Director of Quality Assurance

**Kelly Green**  
Director of Parts, Service and Warranty



## Furnace Exhaust Vent Inspection Procedure

### **Step 1. Locate the Furnace Exhaust Vent.**

The picture to the left shows a typical furnace exhaust vent that is located on the exterior side of the RV. In many models it is located below the refrigerator and on the same side as the entrance door. However, some models are located on the side opposite of the entrance door so please check both sides for the furnace exhaust vent location.

The vent contains two ports and the words "SUBURBAN" and "DAYTON, TENN." (or "SUBURBAN" and "DAYTON, TN") with raised letters on the surface of the metal exhaust plate that is approximately 3½" by 7". The size of the furnace exhaust vent may vary slightly with the furnace model used. The existence of the words Suburban and Dayton, TN ports confirms that the furnace exhaust vent has been installed.

If you can not find an exhaust vent that looks similar to the picture, do not use your furnace in the RV and call Dutchmen Warranty/Service Department immediately at 574-537-0700 for assistance.



Either "Dayton, TENN."  
or Dayton, TN



## **Step 2: Inspect the furnace exhaust vent.**

Once the furnace exhaust vent has been located, shine a light inside each port to assure the vents appear to be clear. The inside of the ports should simply look like a tube that may have brackets welded across the inside.

You can now turn on the furnace and check that the furnace exhaust vent is working properly and that hot exhaust air is escaping from the top vent. Be careful because the exhaust gases are hot. You should also feel a slight air flow into the furnace from the bottom air intake vent.

**If the furnace exhaust vent has not been installed on your trailer or the furnace exhaust vent is not properly escaping from the vent, you must not use the furnace in your trailer.** Please call Dutchmen Warranty/Service Department immediately at 574-537-0700 for assistance. You will need to take your trailer to your nearest Dutchmen (Aero) approved dealer or directly to Dutchmen Manufacturing, Inc. for repair or installation of the furnace exhaust vent.

## **Step 3: Return the postage paid card enclosed with this letter.**

Complete the postage paid card enclosed with this letter or call Dutchmen directly to report the results of the inspection.

**A defect in your furnace exhaust system could result in injury or loss of life. Please do this very simple inspection procedure for your safety. Once you have done the inspection, it is also very important that the results are reported to Dutchmen by completing and returning the enclosed postage paid card.** The United States government requires reporting of all vehicles that may contain the defect. Dutchmen may follow up with owners who have not returned the postage paid card within a reasonable time.